

Response - the comprehensive survey tool

AT GLOBESOFT, WE VENTURE TO CLAIM THAT AS A CUSTOMER, YOU DEMAND:

- Good quality
- Good service
- Fast support
- Efficiency
- Flexibility

SAVE TIME, MONEY AND THE ENVIRONMENT

With the Response web survey, you get answers quickly and efficiently from your employees or customers. An online survey is also a cost-efficient and environmentally friendly option. How we reach the people you want to ask:

- Link via e-mail
- Link via homepage
- Link via intranet
- Link via newsletter
- Information on printed matter, such as tickets, receipts and brochures.

We also offer data collection via paper.

MULTIPLE LANGUAGE SUPPORT

Response is language-independent. Surveys can be conducted in several languages at once.

Call us to find out more!
Tel. +46 8 401 366 00
Or visit us at
www.globesoft.com



Our experienced consultants will naturally help you throughout the whole survey process.

What do you want to measure? How are you going to measure it?

- We can help you with every part of the survey.

Customer and employee survey

If you work in HR, you are very much aware of the relationship between motivated employees and the organization's profitability. To run a profitable, efficient and customer-focused business, motivated employees are essential, combined with an awareness of the customers' needs and views.

Do you know how motivated your employees are? Do you know how satisfied your company's customers are? By asking them, you can highlight their needs and preferences and thereby develop a basis for improvement in the form of more motivated employees as well as more loyal customers.

GAP analysis customer/employee

By asking the same questions to the customer as well as to the employee, you can quickly discover any discrepancy in the perception about for example the company's service.

Measurement of the recruitment process and Entry-Exit

Find out how your applicants experienced the recruitment process, what can be improved for next time? At start of employment, what expectations does the new employee have of the company and his work role? At the end of employment, were these expectations met? Why do employees choose to leave your company? This information can help you retain important competence at the company.

Course/training/project

Do you want to evaluate a conducted course, training or project at a company or school?

Homepage

Do you know what your visitors think about your homepage? By asking them directly on the homepage, you can gather information for improvement.

"Response - 15 years of survey experience put to work."



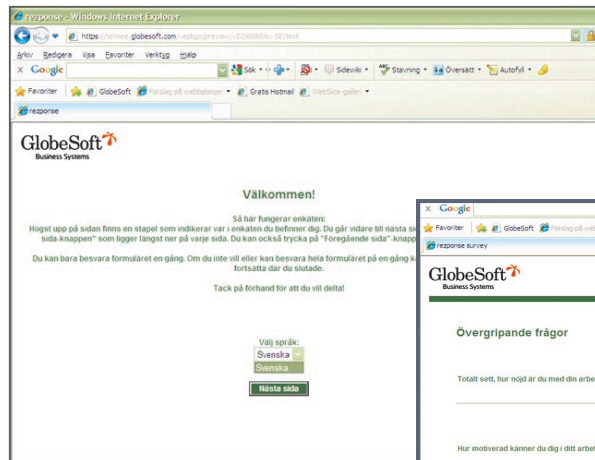
“Small tests can lead to big changes!”

Use your own questions or our standardised question package. Or combine them.

RESPONSE IS AN ONLINE SOLUTION THAT SUPPORTS ALL PARTS OF THE SURVEY:

1) SURVEY DESIGN

Which questions do you want to ask? Use your own questions or our standardised question package. Or combine them. The questions are entered into Response with desired layout.

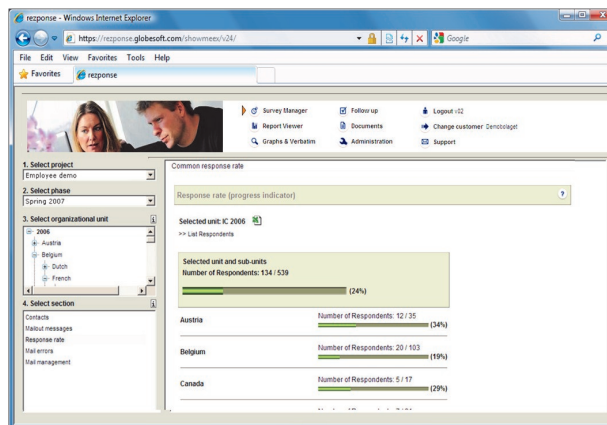


2) SELECTION PROCESS

Who should you ask? The persons who will be answering the survey are registered here.

3) DATA COLLECTION

You can follow the reply frequency during the whole data collection.

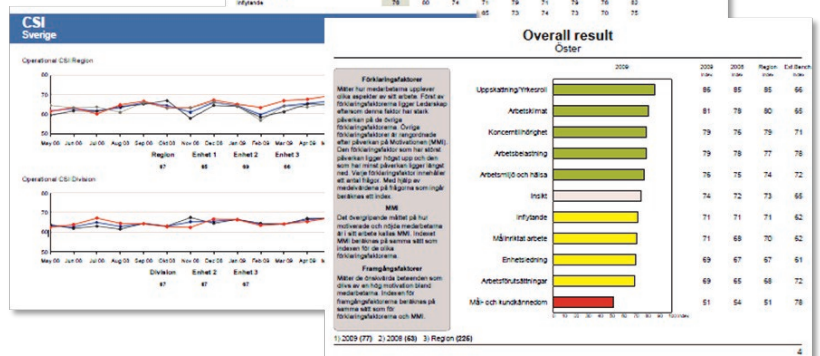


4) ANALYSIS AND REPORTING

In the report portal, you download the results in pdf, PowerPoint or Excel format. You can also further develop your own analysis and look closer at specific questions and background variables.

The results can be easily downloaded to pdf or PowerPoint format.

Region	Total	Region	Region	Region	Region	Region	Region	Region	
Region	87	75	86	57	66	73	63	70	66
Arbetsmarknad	55	57	57	55	53	66	53	50	55
Arbetsfritt och hälsa	55	60	56	55	57	64	65	62	56
Funktioner	80	80	77	70	80	81	82	81	84
Stöd och kvalitet	75	83	75	74	75	76	74	76	74
Inflyande	78	80	74	71	78	71	78	76	82



5) FOLLOW UP WORK

In the "Follow Up" module you work in a structured way with the follow up work. Here, you define obligatory activities based on your result and produce action plans. You can then download these to PowerPoint.